BH Care (formerly Harbor and Birmingham)
Branford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,509	3,450	2%
	Admits	1,891	1,983	-5%
	Discharges	1,826	1,995	-8%
	Service Hours	58,574	63,259	-7%
	Bed Days	13,126	12,687	3%
	S.Rehab/PHP/IOP	2,154	1,775	21% ▲

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	3,151	67.0%
	Community Support	394	8.4%
	Employment Services	270	5.7%
	Case Management	193	4.1%
	Social Rehabilitation	135	2.9%
	Residential Services	95	2.0%
Forensic MH			
	Forensics Community-based	298	6.3%
Addiction			
	Outpatient	167	3.6%

Consumer Satisfaction Survey (Based on 357 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		94%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Participation in Treatment		87%	80%	92%
✓ Quality and Appropriateness		87%	80%	93%
✓ Overall		85%	80%	91%
✓ Access		85%	80%	88%
● Outcome		74%	80%	83%
● Recovery		66%	80%	79%

Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	446	13%	16%
26-34	610	17%	23%
35-44	632	18%	20%
45-54	907	26%	24%
55-64	653	19%	14%
65+	254	7%	4%

Gender	#	%	State Avg
Female	1,854	53% ▲	40%
Male	1,655	47% ▼	60%

Ethnicity	#	%	State Avg
Non-Hispanic	3,303	94% ▲	75%
Hisp-Puerto Rican	88	3%	12%
Hispanic-Other	76	2%	6%
Unknown	39	1%	6%
Hispanic-Mexican	2	0%	0%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	2,922	83% ▲	65%
Other	214	6%	14%
Black/African American	186	5% ▼	17%
Unknown	156	4%	3%
Asian	15	0%	1%
Multiple Races	10	0%	1%
Am. Indian/Native Alaskan	4	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

BHcare Voc Services DMHAS Shoreline
BH Care (formerly Harbor and Birmingham)
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	173	133	30%	▲
Admits	85	92	-8%	
Discharges	83	45	84%	▲
Service Hours	1,927	2,042	-6%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		64	36%	35%	37%	1%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		95	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	95%

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	90%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■		■	■	■		■		■	■	■	■	75%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Employment Services Programs

BHcare Voc Services DMHAS Valley
BH Care (formerly Harbor and Birmingham)
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	97	88	10%	
Admits	43	35	23%	▲
Discharges	35	34	3%	
Service Hours	1,996	1,909	5%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		27	28%	35%	37%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		62	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%

On-Time Periodic	Actual	State Avg
6 Month Updates	89%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges		■		■	■	■	■			■	■	■	67%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 40 Active Employment Services Programs

Shoreline 79 Cedar Street GrpRes 304-240
BH Care (formerly Harbor and Birmingham)
Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	8	13%	▲
Admits	1	-		
Discharges	1	-		
Bed Days	2,915	2,920	0%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	88%	87%

Cooccurring	Actual	State Avg
MH Screen Complete	0%	88%
SA Screen Complete	0%	85%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		1	100%	80%	78%	20%	▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	86%	15%	▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	82%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		7	78%	60%	77%	18%	▲
● Stable Living Situation		8	89%	90%	98%	-1%	
● Improved/Maintained Axis V GAF Score		8	89%	95%	62%	-6%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	2,595 days	0.9	100%	90%	96%	10%

< 90% | 90-110% | >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													8%
Discharges													8%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 25 Active Group Home Programs

Shoreline Branford Counseling OP 367-210
BH Care (formerly Harbor and Birmingham)
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	124	130	-5%	
Admits	10	9	11%	▲
Discharges	25	16	56%	▲
Service Hours	1,667	1,946	-14%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	96%	88%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	84%	54%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	71%
✓ SA Screen Complete	80%	67%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		4	17%	50%	45%	-33%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		83	67%	60%	55%	7%
● Stable Living Situation		117	94%	95%	81%	-1%
✓ Improved/Maintained Axis V GAF Score		91	76%	75%	51%	1%
● Employed		18	15%	30%	19%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		99	100%	90%	87%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		9	90%	75%	67%	15%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■					■	■	■		50%
Discharges	■	■	■	■	■	■	■		■	■	■		83%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Shoreline Briarwood Ln-Supv Apts 304-252
BH Care (formerly Harbor and Birmingham)
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	32	3%
Admits	13	14	-7%
Discharges	11	12	-8%
Service Hours	2,506	3,221	-22%
Bed Days	7,538	7,051	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	81%	83%

Cooccurring	Actual	State Avg
MH Screen Complete	0%	76%
SA Screen Complete	0%	75%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	94%	99%
Valid Axis V GAF Score	94%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	73%	60%	66%	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		23	70%	60%	81%	10%
✓ Stable Living Situation		32	97%	95%	96%	2%
● Employed		2	6%	25%	8%	-19% ▼
● Improved/Maintained Axis V GAF Score		14	52%	95%	66%	-43% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	1,182 days	0.6	98%	90%	97%	8%

< 90% | 90-110% | >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■			■	■		■	■		58%
Discharges	■	■		■	■		■			■	■		58%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Shoreline Crisis-Jail Div 304-341
BH Care (formerly Harbor and Birmingham)
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	173	197	-12%	▼
Admits	141	149	-5%	
Discharges	142	161	-12%	▼
Service Hours	465	543	-14%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		51	100%	90%	41%	10%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		26	87%	0%	47%	87%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Shoreline E.Haven OP 368-210
BH Care (formerly Harbor and Birmingham)
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	119	114	4%	
Admits	33	5	560%	▲
Discharges	25	27	-7%	
Service Hours	951	966	-2%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	88%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	99%	54%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	81%	71%
✓ SA Screen Complete	78%	67%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully	10	40%	50%	45%	-10%	▼

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support	111	92%	60%	55%	32%	▲
✓ Stable Living Situation	118	98%	95%	81%	3%	
● Employed	15	12%	30%	19%	-18%	▼
● Improved/Maintained Axis V GAF Score	61	66%	75%	51%	-9%	

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	95	100%	90%	87%	10%

Service Engagement

Outpatient	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days	30	91%	75%	67%	16%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		■	■	■	■		■	■	■	■	■	■	83%
Discharges	■	■	■	■		■	■	■	■	■	■		83%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Shoreline HHS CSP/RP 373X
BH Care (formerly Harbor and Birmingham)
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	159	155	3%	
Admits	34	113	-70%	▼
Discharges	28	29	-3%	
Service Hours	2,858	2,562	12%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	94%

On-Time Periodic	Actual	State Avg
6 Month Updates	76%	82%

Cooccurring	Actual	State Avg
MH Screen Complete	33%	62%
SA Screen Complete	33%	61%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	99%
Valid Axis V GAF Score	95%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		8	29%	65%	54%	-36%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		137	85%	60%	68%	25%	▲
✓ Stable Living Situation		153	94%	80%	91%	14%	▲
● Employed		21	13%	20%	10%	-7%	
● Improved/Maintained Axis V GAF Score		65	46%	95%	58%	-49%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		132	99%	90%	97%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			■	■	■	■	■	■	■	■	■	■	83%
Discharges	■	■	■	■	■	■	■	■		■		■	83%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 40 Active CSP Programs

Shoreline N Haven OP 370-210
BH Care (formerly Harbor and Birmingham)
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	103	113	-9%	
Admits	14	25	-44%	▼
Discharges	24	26	-8%	
Service Hours	1,123	1,560	-28%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	88%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	78%	54%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	71%
✓ SA Screen Complete	100%	67%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	76%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		6	25%	50%	45%	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		89	86%	60%	55%	26%	▲
✓ Stable Living Situation		102	99%	95%	81%	4%	
● Employed		24	23%	30%	19%	-7%	
● Improved/Maintained Axis V GAF Score		17	18%	75%	51%	-57%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		76	96%	90%	87%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		7	50%	75%	67%	-25%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			■	■	■	■	■	■	■	■			67%
Discharges	■	■		■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Shoreline Pilots Support Hsng 304-551
BH Care (formerly Harbor and Birmingham)
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	16	-6%	
Admits	-	5	-100%	▼
Discharges	2	1	100%	▲
Service Hours	177	125	43%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		9	60%	85%	89%	-25%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		8	62%	90%	93%	-28%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	62%	83%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges											■		8%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 67 Active Supportive Housing – Scattered Site Programs

Shoreline SA Clinic 304725
BH Care (formerly Harbor and Birmingham)
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	167	122	37%	▲
Admits	131	89	47%	▲
Discharges	132	75	76%	▲
Service Hours	543	474	15%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	95%
Valid TEDS Data	93%	95%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	74%	33%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	96%	95%
✓ SA Screen Complete	95%	95%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	99%
✓ Valid Axis V GAF Score	97%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		44	33%	50%	51%	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		104	56%	55%	58%	1%	
✓ Not Arrested		143	77%	75%	89%	2%	
● Stable Living Situation		170	92%	95%	87%	-3%	
● Self Help		80	43%	60%	25%	-17%	▼
● Improved/Maintained Axis V GAF Score		100	66%	75%	59%	-9%	
● Employed		57	31%	50%	37%	-19%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		51	96%	90%	82%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		94	78%	75%	73%	3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

Shoreline Sycamore Way -OP Clin 304-211
BH Care (formerly Harbor and Birmingham)
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,307	1,278	2%
Admits	535	557	-4%
Discharges	523	503	4%
Service Hours	9,194	9,294	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	88%

On-Time Periodic	Actual	State Avg
6 Month Updates	84%	54%

Cooccurring	Actual	State Avg
MH Screen Complete	93%	71%
SA Screen Complete	92%	67%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	99%	91%

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	94	18%	50%	45%	-32%

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	1,217	88%	60%	55%	28%
Stable Living Situation	1,296	94%	95%	81%	-1%
Employed	289	21%	30%	19%	-9%
Improved/Maintained Axis V GAF Score	764	63%	75%	51%	-12%

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	858	100%	90%	87%	10%

Service Engagement

Outpatient	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	429	85%	75%	67%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													100%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Shoreline Sycamore Way-PsycSocRe 304-280
BH Care (formerly Harbor and Birmingham)
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	103	102	1%	
Admits	7	12	-42%	▼
Discharges	29	5	480%	▲
Service Hours	10,347	11,703	-12%	▼
Social Rehab/PHP/IOP Days	472	494	-4%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		71	95%	90%	81%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■		■		■						■		33%
Discharges	■								■				17%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 39 Active Social Rehabilitation Programs

Shoreline Sycamore Way-Supp Apts 304-250
BH Care (formerly Harbor and Birmingham)
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	55	-45%	▼
Admits	6	8	-25%	▼
Discharges	6	32	-81%	▼
Service Hours	811	1,345	-40%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	67%	90%

Cooccurring	Actual	State Avg
MH Screen Complete	83%	90%
SA Screen Complete	67%	90%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		4	67%	50%	69%	17%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		26	87%	60%	86%	27%	▲
✓ Stable Living Situation		30	100%	85%	94%	15%	▲
● Employed		1	3%	25%	13%	-22%	▼
● Improved/Maintained Axis V GAF Score		9	30%	95%	68%	-65%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	98%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■											17%
Discharges	■			■		■	■						33%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 52 Active Residential Support Programs

Valley ABI Residence311165
BH Care (formerly Harbor and Birmingham)
Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	1	-	
Discharges	-	1	-100% ▼
Bed Days	939	1,085	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	87%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	88%
✓ SA Screen Complete	100%	85%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	78%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	86%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	82%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3	100%	60%	77%	40% ▲
✓ Stable Living Situation		3	100%	90%	98%	10%
✓ Improved/Maintained Axis V GAF Score		3	100%	95%	62%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	2,291 days	1.0	86%	90%	96%	-4%

< 90% | 90-110% | >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													8%
Discharges													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 25 Active Group Home Programs

Valley CSP/RP 311350
BH Care (formerly Harbor and Birmingham)
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	235	234	0%	
Admits	82	158	-48%	▼
Discharges	72	80	-10%	
Service Hours	4,724	4,194	13%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	94%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	91%	82%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	62%
✓ SA Screen Complete	99%	61%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	99%	99%
✓ Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		45	64%	65%	54%	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		214	91%	60%	68%	31%	▲
✓ Stable Living Situation		216	92%	80%	91%	12%	▲
● Employed		21	9%	20%	10%	-11%	▼
● Improved/Maintained Axis V GAF Score		184	92%	95%	58%	-3%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		164	100%	90%	97%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 40 Active CSP Programs

Valley Howe Ave. Res. Apts.311-250X
BH Care (formerly Harbor and Birmingham)
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	7	0%	
Admits	3	2	50%	▲
Discharges	2	3	-33%	▼
Bed Days	1,734	1,631	6%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	83%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	76%
✓ SA Screen Complete	100%	75%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	86%	99%
Valid Axis V GAF Score	86%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		1	100%	60%	66%	40%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		5	71%	60%	81%	11%	▲
✓ Stable Living Situation		7	100%	95%	96%	5%	
✓ Improved/Maintained Axis V GAF Score		6	100%	95%	66%	5%	
● Employed		0	0%	25%	8%	-25%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	1,529 days	0.7	95%	90%	97%	5%

< 90% | 90-110% | >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													25%
Discharges													17%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Valley ISH Supported Apts.311-252Y
BH Care (formerly Harbor and Birmingham)
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	24	-17%	▼
Admits	8	6	33%	▲
Discharges	7	12	-42%	▼
Service Hours	1,342	1,259	7%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	90%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	90%
✓ SA Screen Complete	100%	90%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		5	83%	50%	69%	33%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		19	95%	60%	86%	35%	▲
✓ Stable Living Situation		20	100%	85%	94%	15%	▲
✓ Improved/Maintained Axis V GAF Score		18	95%	95%	68%	0%	
● Employed		1	5%	25%	13%	-20%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	98%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■			■		■				50%
Discharges	■		■	■			■		■	■		■	58%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 52 Active Residential Support Programs

Valley Jail Diversion 311-341
BH Care (formerly Harbor and Birmingham)
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	125	116	8%	
Admits	80	72	11%	▲
Discharges	72	74	-3%	
Service Hours	-	-		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	41%	N/A ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		5	13%	0%	47%	13% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Valley Next Steps Dev. 2
BH Care (formerly Harbor and Birmingham)
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	23	0%	
Admits	2	6	-67%	▼
Discharges	4	3	33%	▲
Service Hours	613	1,617	-62%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		20	87%	85%	91%	2%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		19	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	76%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions										■		■	17%
Discharges				■									8%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs

Valley Next Steps SupportiveHsg311553
BH Care (formerly Harbor and Birmingham)
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	8	-13%	▼
Admits	1	3	-67%	▼
Discharges	1	2	-50%	▼
Service Hours	350	601	-42%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		7	100%	85%	89%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	93%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		80%	83%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions												■	8%
Discharges						■							8%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 67 Active Supportive Housing – Scattered Site Programs

Valley OP Clinic 311210
BH Care (formerly Harbor and Birmingham)
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,526	1,538	-1%
Admits	567	536	6%
Discharges	511	578	-12%
Service Hours	10,921	11,175	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%

On-Time Periodic	Actual	State Avg
6 Month Updates	77%	54%

Cooccurring	Actual	State Avg
MH Screen Complete	87%	71%
SA Screen Complete	88%	67%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	98%
Valid Axis V GAF Score	97%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		162	32%	50%	45%	-18%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,407	89%	60%	55%	29%
Improved/Maintained Axis V GAF Score		1,181	88%	75%	51%	13%
Stable Living Situation		1,468	93%	95%	81%	-2%
Employed		360	23%	30%	19%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,053	99%	90%	87%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		470	84%	75%	67%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													100%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Valley Path Homeless Outreach 311-294
BH Care (formerly Harbor and Birmingham)
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	38	50%	▲
Admits	52	30	73%	▲
Discharges	49	34	44%	▲
Service Hours	551	622	-11%	▼

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		52	100%	50%	86%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 41 Active Outreach & Engagement Programs

Valley Peer Engagement 311-287
BH Care (formerly Harbor and Birmingham)
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	40	46	-13%	▼
Admits	10	21	-52%	▼
Discharges	14	15	-7%	
Service Hours	869	1,304	-33%	▼

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		9	90%	50%	86%	40%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■		■				■		■		■	■	50%
Discharges		■	■		■	■		■					42%
Services	■	■	■	■	■	■	■	■	■	■		■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 41 Active Outreach & Engagement Programs

Valley Pilots Support.Housing311-551
BH Care (formerly Harbor and Birmingham)
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	18	-33%	▼
Admits	2	6	-67%	▼
Discharges	2	8	-75%	▼
Service Hours	622	827	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		12	100%	85%	89%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	93%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		95%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		90%	83%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				■									8%
Discharges			■	■									17%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 67 Active Supportive Housing – Scattered Site Programs

Valley Social Rehabilitation 311-280
BH Care (formerly Harbor and Birmingham)
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	33	-3%	
Admits	6	9	-33%	▼
Discharges	7	7	0%	
Service Hours	-	-		
Social Rehab/PHP/IOP Days	1,682	1,281	31%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		23	92%	90%	81%	2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■			■					■	42%
Discharges	■	■	■				■					■	42%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Social Rehabilitation Programs

Valley Young Adults 311-220Y
BH Care (formerly Harbor and Birmingham)
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	50	49	2%	
Admits	24	17	41%	▲
Discharges	19	23	-17%	▼
Service Hours	4,018	3,232	24%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	57%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		8	42%	50%	61%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		49	96%	60%	48%	36%	▲
✓ Stable Living Situation		46	90%	80%	65%	10%	
✓ Employed		12	24%	20%	5%	4%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	100%	90%	67%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■		■	■	■	■	■		■	■	■	■	83%
Discharges			■	■	■	■		■	■	■	■	■	75%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 37 Active Standard Case Management Programs